



## Administration/Operations Clerks

At Kirwans, we pride ourselves on delivering an outstanding level of customer service. Our objective and focus is service and we are constantly recruiting for exceptional staff who can demonstrate this common goal. We are currently looking for Administration/Operations Clerks to assist with all general office duties including customer service/reception cover.

The roles will include helping to ensure the smooth running of the offices and the administration for departments. They will work closely with many people and be part of each department in the office. Duties will include:

General Administration/Operation Duties will include -

- Managing all postal duties.
- Filing, photocopying, scanning post on a daily basis.
- Booking couriers/visits/conferences/video-links.
- Updating of contact lists.
- Scheduling meeting rooms and providing refreshments.
- Collecting and distributing post and court deliveries.
- Data entry.
- Creating and maintaining updates of standard documents for files.
- Accurate diary usage and updating the case management system.
- Helping to ensure the smooth running of the office.
- To assist with supplies control (stationery, refreshments and general supplies).
- To assist with health and safety.
- General office tidiness.
- General maintenance of office equipment (photocopiers, faxes etc).
- The role involves supporting and assisting fee earners in the firm in carrying out their duties.
- Assisting the Operations departments with various administration duties – this includes the Practice Management, Accounts, Marketing and IT Departments.
- Assisting with credit control procedures and processes.
- Assisting with archiving files and administration of archiving.

Reception Duties will include -

- To process all incoming telephone calls with no undue delay and in a courteous, helpful and professional manner.
- The welcoming of visitors to the building in a polite, helpful, friendly and professional manner.
- Informing the relevant parties that visitors have arrived.
- The booking of internal meeting rooms using the IT systems.
- Ensuring the reception and meeting room areas are immaculately kept at all times.



- Working as part of a team and using own initiative to ensure a seamless service for all clients/visitors.
- The role encompasses a high degree of responsibility to project the image and ethos of the firm at all times.

To be considered for this excellent opportunity, the attributes required are:

- Previous administration and reception experience.
- Excellent communication skills, both oral and written.
- Excellent customer service skills.
- Ability to form good relationships with customers and colleagues and to work as part of an effective team.
- Well organised, with a clear and professional manner.
- Well presented, punctual, confident, friendly, helpful and self-motivated.
- Flexible in your working approach with the ability to multi-task and prioritise workloads.
- Exceptional interpersonal and communication skills, especially in the context of client care and the ability to communicate effectively with a wide range of people.
- To have a professional and polished personal presentation and to take pride in your appearance.
- Excellent IT and administrative skills.
- To be motivated, enthusiastic and take a proactive approach to work.
- To use own initiative but to understand the role of teamwork in providing a quality service.
- High levels of attention to detail.
- High levels of confidentiality and security of the firm's and client documentation and information.
- Trustworthy and reliable.
- Good working knowledge of MS Windows, Office, Excel and PowerPoint.

The roles offers the opportunity to join an established and progressive law firm. Excellent training and development will be offered and the opportunity to develop a career within the firm. Please send your CV and covering letter to [sbirchall@kirwans.co.uk](mailto:sbirchall@kirwans.co.uk).